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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application Transmittal  
Patent Application  
Assistant Commissioner for Patents  
Washington, D.C. 20231

IBM Docket No. ROC920010049US1

986 U.S. PTO  
09/866231  
05/25/01

Sir:

Transmitted herewith for filing is the Patent Application of:

Date: May 25, 2001

Inventor(s): Donald Ray Gillis and Gordon James Smith  
For: SYSTEM AND METHOD FOR COMMUNICATING WITH CUSTOMERS

Enclosed are:

- ☒ Specification, claims and abstract, totaling 19 pages.  
☒ Drawings totaling 2 pages, ☒ Formal ☐ Informal.  
☒ Declaration and Power of Attorney, totaling 2 pages.  
☒ Assignment  
☒ Recordation Form Cover Sheet  
☒ Return Receipt Postcard

FEE CALCULATION					
Fee Items	Claims Filed	Included With Basic Fee	Extra Claims	Fee Rate	Total
Total Claims	35	-20=	15	X\$18.00	\$270.00
Independent Claims	7	-3=	4	X\$80.00	\$320.00
Basic Filing Fee				\$710.00	\$710.00
TOTAL FEES					\$1300.00

- ☒ The Commissioner is hereby authorized to charge \$1300.00 to IBM Corporate Deposit Account No. 09-0465.  
☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to IBM Corporate Deposit Account No. 09-0465. A duplicate copy of this transmittal is enclosed.  
☒ Any additional filing fees required under 37 C.F.R. 1.16  
☒ Any patent application processing fees under 37 C.F.R. 1.17  
☒ Please address all future correspondence to: **Dugan & Dugan, L.L.P.**  
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CERTIFICATE OF MAILING UNDER 37 CFR 1.10

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Name of person mailing paper: Valerie G. Dugan

Valerie G. Dugan 5/25/01  
Signature Date

Respectfully submitted,

By: Valerie G. Dugan  
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APPLICATION  
FOR  
UNITED STATES LETTERS PATENT

APPLICANTS' NAMES: DONALD RAY GILLIS  
GORDON JAMES SMITH

TITLE: SYSTEM AND METHOD FOR  
COMMUNICATING WITH CUSTOMERS

DOCKET NO.: ROC920010049US1

INTERNATIONAL BUSINESS MACHINES CORPORATION

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Valerie G. Dugan  
Signature

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